

## INFORMATION TECHNOLOGY MANAGEMENT SERIES

<b>Code No.</b>	<b>Class Title</b>	<b>Occ. Area</b>	<b>Work Area</b>	<b>Prob. Period</b>	<b>Effective Date</b>
2421	Assistant Manager*	03	733	12 mo.	08/10/01
2422	Manager*	03	733	12 mo.	08/10/01
1036	Associate Director*	03	733	12 mo.	08/10/01
1037	Director*	03	733	12 mo.	08/10/01

*Promotional Line: 359*

### Series Narrative

Positions assigned to this series have the responsibility of managing specific groups of workers within an Information Technology (IT) area, department or division. This includes defining projects, prioritizing activities, managing human resources, defining resource needs for the group to senior management, participating in the planning process and providing the resources that staff need to accomplish assigned tasks. These positions also assist staff with projects and other activities at an operational level.

At the higher level, these titles cover a wide range of corporate-level, organization-wide activities. These activities include strategic planning, capital planning, work force planning, policy and standards development, budgeting, knowledge management, information architecture/infrastructure planning and modeling, and information security. Duties may include assessing policy needs and developing policies to govern IT specific functions, along with providing policy guidance to IT management, staff and customers. Also included may be coordinating reviews of IT functions and processes to determine policy priorities, developing and maintaining strategic plans, defining current and future business environments, preparing IT budgets, and identifying and addressing IT work force issues, such as, recruitment, retention, and training.

Employees in this series become less involved in detail oriented project management and more involved with strategic planning and budgeting as they progress through this series.

\* The type of information technology being managed or directed is to be used to classify these positions. Examples of such types of service include Communication Services, Customer Support, Data Management, Information Technology, Network Services, Applications Development, Systems Administration, Operations Support, and Web Services. **Any one or any combination of these areas must be used in the class title (i.e., Assistant Manager of Web Services, Telecommunications, Director of Information Technology and Network Services, Telecommunications and Networking).**

### DESCRIPTIONS OF LEVELS OF WORK

#### **Level I: Assistant Manager**

**2421**

Employees at this level are responsible for managing projects and related activities. They receive general supervision on issues relating to the activities for which they are responsible and the operating environment in which they function. Employees in this position work under supervision of a designated supervisor. There may be multiple Assistant Managers in an area, department or division.

An Assistant Manager typically –

1. defines and prioritizes tasks needed to complete a given project

2. assigns tasks to staff
3. works with staff to determine resources needed to accomplish assigned tasks and to resolve related problems
4. monitors the progress and direction of assigned tasks and makes corrections as needed
5. provides assistance and solutions in response to customer needs
6. assists other staff with projects and activities at an operational level
7. keeps upper-level management informed of progress, issues and resource requirements for assigned tasks or projects
8. performs other related duties as assigned

**Level II: Manager****2422**

Employees at this level are responsible for managing complex, multiple, concurrent projects and related activities. They work under the general supervision of a designated supervisor. There may be one or more managers in an area, department or division.

A Manager typically –

1. determines future operational needs
2. determines training needs and provides training opportunities for staff
3. prioritizes projects for an area or department
4. works with upper-level management to define staff needs
5. provides input to and/or maintains an awareness of the area, department or division budget
6. assists upper-level management with product and vendor decisions
7. performs other related duties as assigned

**Level III: Associate Director****1036**

Employees at this level assist a director with planning activities that affect an entire area, department or division and are responsible for meeting organization objectives as defined by a Director. They coordinate the work of multiple lower-level employees in this series, and work on special projects as assigned. Employees in this position work under administrative direction.

An Associate Director typically –

1. works closely with a Director to determine the objectives of the organization
2. develops projects to meet the objectives defined by a Director
3. coordinates all staff and activities involved with the project work relating to the various areas, departments or divisions for which they have responsibility

4. makes product and vendor decisions
5. works with a Director to manage the budgeting process
6. determines staffing needs
7. participates in strategic planning
8. makes policy recommendations
9. develops presentations on current and future plans or services
10. performs other related duties as assigned

**Level IV: Director****1037**

Employees at this level coordinate and are responsible for directing the overall activities of a department or division and serve as a liaison to senior management.

A Director typically –

1. defines the overall objectives of the department or division by interpreting the technology needs of the university
2. develops and manages budgeting process and allocates resources
3. approves and provides the necessary resources for the completion of projects and tasks by assigned staff
4. develops and implements strategic plans for the department or division
5. participates in strategic planning for the university
6. defines the services provided by the department or division
7. performs other related duties as assigned

**MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:****Level I: Assistant Manager****2421****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. Bachelor's degree and one year of experience in a related field

OR

Associate's degree and two years of work experience in a related field

OR

Four years of work experience in a related field

2. Six months of supervisory experience, in addition the requirements listed in #1.

Note: As required by the position to be filled, education, training and/or work experience in the area of specialization inherent in the position may be required in meeting credential requirements #1 and #2 above.

#### PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Ability to manage projects and related activities
2. Trouble shooting skills
3. Good oral and written communications skills
4. General knowledge of the functions and operations used within the areas of responsibility
5. Ability to delegate tasks to assigned staff
6. Ability to effectively communicate with direct supervisor and with other campus units
7. Ability to resolve technical as well as personnel problems and communicate with affected parties
8. Ability to provide problem resolution to customers
9. Ability to follow directions and complete assignments independently

#### **Level II: Manager**

**2422**

#### CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Bachelor's degree and two years of work experience in a related field

OR

Associate's degree and three years of work experience in a related field

OR

Five years of work experience in a related field

2. One year of supervisory experience

Note: As required by the position to be filled, education, training and/or work experience in the area of specialization inherent in the position may be required in meeting credential requirements #1 and #2 above.

#### PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Ability to manage complex, multiple, concurrent projects and related activities
2. Trouble shooting skills

3. Good oral and written communications skills
4. Knowledge of all systems and operations used within the areas and department of responsibility
5. Ability to train and oversee activities of assigned staff
6. Ability to effectively communicate with direct supervisor and with other campus units
7. Ability to resolve technical as well as personnel problems and communicate with affected parties

**Level III: Associate Director****1036****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. Master's degree and one years of work experience in a related field  
  
OR  
  
Bachelor's degree and four years of work experience in a related field  
  
OR  
  
Associate's degree and five years of work experience in a related field  
  
OR  
  
Seven years of work experience in a related field
2. 2 years of supervisory experience

Note: As required by the position to be filled, education, training and/or work experience in the area of specialization inherent in the position may be required in meeting credential requirements #1 and #2 above.

**PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB**

1. Excellent oral and written communications skills
2. Knowledge of the systems and operations used within the areas and departments of responsibility
3. Ability to oversee and coordinate activities of assigned staff
4. Ability to effectively communicate with the director and with other campus units
5. Ability to resolve technical as well as personnel problems and communicate with affected parties

**Level IV: Director****1037**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Master's degree and two years of work experience in a related field

OR

Bachelor's degree and six years of work experience in a related field

OR

Associate's degree and seven years of work experience in a related field

OR

Nine years of work experience in a related field

2. Three years of supervisory experience

Note: As required by the position to be filled, education, training and/or work experience in the area of specialization inherent in the position may be required in meeting credential requirements #1 and #2 above.

## PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Excellent oral and written communications skills
2. General knowledge of the systems and operations used within all areas and departments of responsibility
3. Ability to coordinate activities and tasks of assigned staff
4. Ability to effectively communicate with senior management of the university
5. Ability to resolve technical as well as personnel problems and communicate with affected parties

Assistant Manager .....	New
Manager .....	New
Associate Director .....	New
Director .....	New